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# **My Account Portal System User Guide**



**National Labor Relations Board**

**Office of the Chief Information Officer**

February 21, 2020

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## 1. Introduction

The purpose of this training document is to provide a guided walkthrough for My Account Portal (MAP). The targeted audience for this documentation is the public. The NLRB My Account Portal is an NLRB website that allows individuals to view cases and inquiries to which they are a party, e-file documents to those cases/inquiries, view their e-file history and manage their user profile.

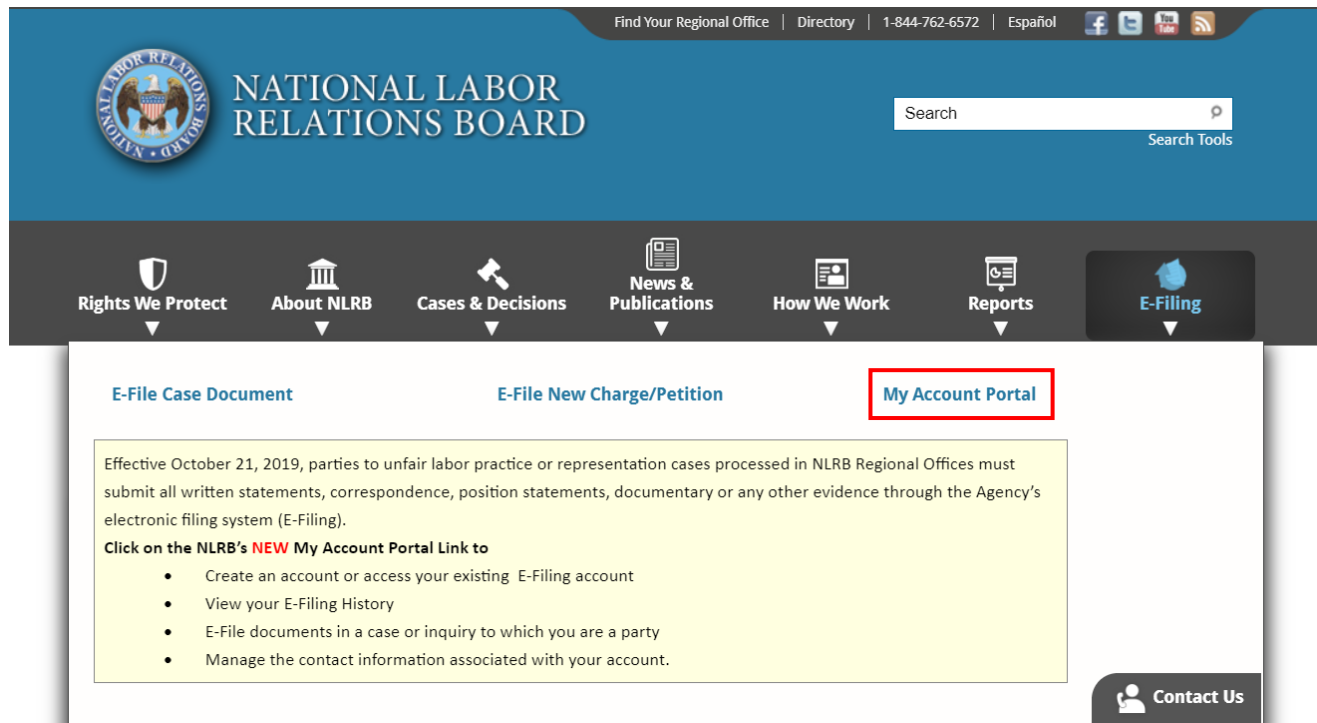
## 2. Getting Started

Go to <https://www.nlrb.gov/>

Click on the **E-Filing** drop down arrow.




Click on *My Account Portal*.



## 2.1. Sign into My Account Portal





To access My Account Portal, you must sign in. The sign in process is comprised of two components: signing in using login.gov and validating your NLRB account. My Account Portal uses login.gov to provide secure system access. To get started signing in, click on **LOGIN.GOV** and follow the login.gov instructions (found [here](#)) for creating an account.

Once you have created your login.gov account, you can return to the My Account Portal login page to sign in.



NATIONAL LABOR  
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Welcome to the NLRB My Account Portal

Need Help ? ▾

Login


Terms & Conditions

Validation

Dashboard

### How to Get Started

To better serve our customers the NLRB is now using login.gov for you to safely and securely access the new **NLRB My Account Portal**. Login.gov is used by multiple government agencies to provide the public secure and private online access to participating government programs. In My Account Portal you will be able to **view cases to which you are a party, e-file documents to your cases, view your e-file history and manage your profile**. Click on **LOGIN.GOV** to gain access to the system, or for help on creating a new account click [here](#) for more information.


**LOGIN.GOV**

The email address that you use for your login.gov account is not "registered" as your email address for the NLRB My Account Portal. Your login.gov information is not accessed by NLRB and your NLRB information is not accessed by login.gov. Once you log in, you can access your My Account Profile page where you can enter your preferred contact information. This includes any email address(s) you would like to use to receive NLRB emails. **The login.gov credentials and associated email account merely logs you in – it is not used as your contact information for the NLRB.**

Click LOGIN.GOV to sign in. The following page will display:




**You are now logging in for the first time**

You can now sign in to **NLRB My Account**.

**Continue**

This is the only information login.gov will share with **NLRB**:

 **Email address**

After clicking *Continue*, the My Account Portal Terms & Conditions will display. Read the Terms and Conditions thoroughly and click “*I Accept*” once done.

**Note:** First time users will be presented with the Terms and Conditions. Once accepted the Terms and Conditions will not display for returning users.

Welcome to the NLRB My Account Portal Need Help ? ▾

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Registering for NLRB My Account Portal lets you access and manage your NLRB case-related information. Using My Account, you can view, edit, and add contact information to any case in which you are a participant. My Account also provides electronic delivery of case documents via email. Electronic service is faster and more efficient than mail delivery, and eliminates paper waste.

NLRB My Account Portal Terms and Conditions

E-File Terms and Conditions

The National Labor Relations Board requires that all documents in unfair labor practice and representation cases be E-Filed with the Board's Office of Executive Secretary or the Division of Judges. Parties or other persons are strongly encouraged to E-File documents in unfair labor practice and representation cases with the General Counsel's offices (Office of Appeals or the Regional Offices).

E-FILINGS SHOULD NOT CONTAIN "SENSITIVE PERSONALLY IDENTIFIABLE INFORMATION" (SPII) THAT IS NOT ESSENTIAL TO THE MATTER AT ISSUE

Please redact or remove any non-essential sensitive personally identifiable information before uploading an E- Filing. Examples of documents that may contain SPII include payroll records, medical records, bank statements, tax records, etc. If you believe you must file documents with the Agency that contain unredacted sensitive personally identifiable information, you must indicate during the E-filing process that the document contains SPII and check the box next to the type of SPII it contains. Where evidence submitted electronically is not in native format due to redactions of SPII, it should be submitted in a manner that retains the essential functionality of the native format (i.e., in a machine-readable and searchable electronic format).

SPII is an individual's name **in combination with** one or more of the following:

**WARNING:**

You are accessing a U.S. Government information system. You understand and consent to the following: you may access this information system for authorized use only; you have no reasonable expectation of privacy regarding any communication of data transiting or stored on this information system; at any time and for lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system; and any communications or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

By Clicking "I Accept", you agree to abide by NLRB's E-Filing Terms and Conditions.

I Accept

Next, you will validate the NLRB account that you would like to use. To do this, you must enter the Account Number AND the Party/Attorney's E-Mail associated with the account. The account number is provided in the email confirmation received after E-Filing to a case or inquiry. Further instructions are provided below in case you have misplaced or forgotten the Account Number. If you are a paralegal or administrative person filing at the direction of a party or attorney, you will enter the email address for the party or attorney associated with the case.

Next, click on *I'm not a robot* for Google Captcha authentication.

Click *Continue*.

## Account Validation

Please enter your account number. An account number is a unique identifier that is provided to you by NLRB. It associates you with a list of all the cases in which you are a participant.

NLRB Account Number\*

[Forgot Account Number?](#)

Enter NLRB Account Number

Sample Account Number: 1-243149257 or 1-24414-196061

Party/Attorney E-Mail Associated with the Account\*

Party/Attorney E-Mail Associated with the Account

If you are filing in the direction of a party/attorney, please enter the party's/attorney's email address associated with the Account



I'm not a robot



reCAPTCHA  
Privacy - Terms

For help locating your account number, please refer to the FAQ section [here](#).

Continue

If you do not know the account number, click on **[Forgot Account Number?](#)** to have the system send the applicable party an email with their account number. Just provide the NLRB Case or Inquiry Number and the E-Mail Address of the Party/Attorney associated with the case/inquiry. A notification will be sent to the provided email address with the correct Account Number. If the email address is not listed as a party on the case, the email notification will indicate that instead.

Login

Terms & Conditions

Validation

Dashboard

## Find Your Account Number

Please enter both your case or inquiry number **AND** the email associated with the Case or Inquiry. We will send the Account Number to the associated email below.

**NLRB Case or Inquiry Number\***

Enter NLRB Case or Inquiry Number

Sample Case Number: 01-CA-000000  
Sample Inquiry Number: 1-1234567890

**Party/Attorney E-Mail Associated with the Case\***

Party/Attorney E-Mail Associated with the Case

If you are filing at the direction of a party/attorney, please enter the party's/attorney's email address associated with the Case

Continue

Click on **Continue** to receive the notification to the email address you have provided.

Click on **Return to Login** once you have received the Account Number, which will navigate you back to the Account Validation screen.

Login

Terms & Conditions

Validation

Dashboard

## Email Sent

Email has been sent with the requested account number. Please complete the following steps.

1. Go to your inbox for **@nlrb.gov**
2. Get your account number in the email we sent you.
3. Click **Return to Login**.

Didn't receive the email?

- Make sure the email address you provided is correct.
- Check your spam folder.
- If you still have not received the email, please [Contact Us](#)

Return to Login



### 3. My Account Portal

After signing in, the My Account Portal Dashboard displays. You will notice in the upper right-hand side of the page there is a checkbox asking you to consent to accept formal service of documents electronically from the NLRB. By checking this box, you are agreeing to receive Administrative Law Judge (ALJ) and Board Decisions electronically. All other documents do not require consent to be issued electronically.

The screenshot shows the NLRB My Account Portal dashboard. At the top, there is a blue header with the NLRB logo and the text "NATIONAL LABOR RELATIONS BOARD". Below the header, a dark blue bar contains the text "Welcome to the NLRB My Account Portal" and links for "E-File Charge / Petition", "Need Help ? ", and a "Sign Out" button. The main content area has a white background. On the left, there is a blue box labeled "1 (Open) My Case List". To the right of this box are two white boxes labeled "E-File History" and "Profile". Below these boxes, there is a section for "Open Cases" and "Closed Cases". Under "Open Cases", there is a "Filter" input field. Below the filter, there is a table with the following data:

Case Number	Case Name	Role Associated with Case	Address Associated with Case	Email Associated with Case	Phone Associated with Case	Status
<a href="#">12-CA-240238</a> <a href="#">E-File</a>	Katy Compliance Agreement Details Test 1 - DO NOT USE	Charging Party Primary SELECT PARTY TYPE	500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143 ~	patty.dfrw@email.com		Open


When you check the box, the following pop-up displays.

By checking this box, I confirm that I agree to accept service of Administrative Law Judge (ALJ) and Board decisions and orders electronically, and that I agree to the following terms:

Parties who voluntarily register for electronic service ("E-Service") will be e-mailed a link to the electronically issued document(s) being served or delivered in their case. This will constitute formal service or delivery of the electronically issued document(s) – physical copies of the document(s) will not be delivered to parties who register for E-Service. Parties who register for E-Service agree that this service or delivery fulfills the Board's obligations for service of documents under the National Labor Relations Act, 29 U.S.C. § 161(4). Documents that are not electronically issued by the Agency will continue to be served or delivered in hard copy via customary means. Parties who register for E-Service should designate GovDelivery.com and [e-Service@nlrb.gov](mailto:e-Service@nlrb.gov) as approved senders in their spam filter configuration. Agency documents sent to the email address provided that are rejected by the recipient's spam filter will be regarded as having been served or delivered.





I Accept

Once you click ***I Accept***, the dashboard displays, as shown below.



NATIONAL LABOR  
RELATIONS BOARD

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 [Directory](#) | 
 1-844-762-NLRB | 
 [Español](#)

Welcome to the NLRB My Account Portal

[E-File Charge / Petition](#)
[Need Help ?](#)
[Sign Out](#)

Account Name: **PATTI TACKMANN**  
marit.luersen@nlrb.gov logged in via LOGIN.GOV

You are registered for electronic service of documents

1  
(Open)

My Case List

E-File History

Profile

Open Cases
Closed Cases

Filter

Case Number	Case Name	Role Associated with Case	Address Associated with Case	Email Associated with Case	Phone Associated with Case	Status
<a href="#">12-CA-240238</a> <a href="#">E-File</a>	Katy Compliance Agreement Details Test 1 - DO NOT USE	Charging Party Primary SELECT PARTY TYPE	500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143	patty.dfrw@email.com		Open

Within My Account Portal you will be able to navigate through the following three tiles. The functions within these tiles are discussed in the following sections of this document.

- My Case List
- E-File History
- Profile

### 3.1. My Case List

The My Case List tile displays the cases and inquiries that the Account owner is a party to. The Account owner is the person who is listed after “Account Name” on the dashboard. On the My Case List tile you can select a case and view the case related information on the NLRB public website, update the address associated with a case/inquiry and E-File documents to a case/inquiry.

#### View Case Related Information

To view information related to a case, click on the link for the Case Number.

Welcome to the NLRB My Account Portal
E-File Charge / Petition
Need Help ?
Sign Out

Account Name: **PATTI TACKMANN**  
marit.luersen@nlrb.gov logged in via **LOGIN.GOV**
You are registered for electronic service of documents

1  
(Open)  
My Case List

E-File History

Profile

Open Cases

Closed Cases

Filter

Case Number	Case Name	Role Associated with Case	Address Associated with Case	Email Associated with Case	Phone Associated with Case	Status
<b>12-CA-240238</b> <a href="#">E-File</a>	Katy Compliance Agreement Details Test 1 - DO NOT USE	Charging Party Primary SELECT PARTY TYPE	500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143	patty.dfrw@email.com		Open

Case Search, on the NLRB public website, will open and display the data related to the case.

### Update the Address Associated with a Case/Inquiry

To update the address associated with a case or inquiry, just click on the drop-down arrow next to the address to view and switch between the various addresses associated with the account.

Welcome to the NLRB My Account Portal
E-File Charge / Petition
Need Help ?
Sign Out

Account Name: **PATTI TACKMANN**  
marit.luersen@nlrb.gov logged in via **LOGIN.GOV**
You are registered for electronic service of documents

1  
(Open)  
My Case List

E-File History

Profile

Open Cases

Closed Cases

Filter

Case Number	Case Name	Role Associated with Case	Address Associated with Case	Email Associated with Case	Phone Associated with Case	Status
<a href="#">12-CA-240238</a> <a href="#">E-File</a>	Katy Compliance Agreement Details Test 1 - DO NOT USE	Charging Party Primary SELECT PARTY TYPE	<div> 500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143 </div> <div> 1001, Rockville Pike, apt #1520, Rockville, MD, USA, 20852 </div> <div> 500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143 </div>	patty.dfrw@email.com		Open

## E-File Documents to a Case or Inquiry

To E-File documents to a case or inquiry, just click on the **E-File** hyper-link to the right of the Case Number to which you want to E-File.

Welcome to the NLRB My Account Portal

E-File Charge / Petition

Need Help ?

Sign Out

Account Name: PATTI TACKMANN

You are registered for electronic service of documents

marit.luersen@nlrb.gov logged in via LOGIN.GOV

1  
(Open)  
My Case List

E-File History

Profile

Open Cases

Closed Cases

Filter

Case Number	Case Name	Role Associated with Case	Address Associated with Case	Email Associated with Case	Phone Associated with Case	Status
12-CA-240238	Katy Compliance Agreement Details Test 1 - DO NOT USE	Charging Party Primary SELECT PARTY TYPE	500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143	patty.dfrw@email.com		Open

1001, Rockville Pike, apt #1520, Rockville, MD, USA, 20852

500 W Grant St, Lake City, MN, UNITED STATES, 55041-1143

The E-Filing Terms and Conditions displays. After reviewing the Terms and Conditions, click **I Accept**.

Another pop-up displays listing the email addresses where the E-File confirmation will be sent. E-File confirmations are sent to the account's primary email address listed as well as an additional email address. You may update the Additional Email address, if desired. When finished, click **Continue**.

Email Confirmation

The E-File confirmation will be sent to the Party Primary email **patty.dfrw@email.com** and the following additional email:

Additional Email:

ScottTester@gmail.com

Continue

After clicking *Continue*, the E-Filing application opens. Refer to E-Filing instructions under the *Need Help* drop down in the E-Filing application for information regarding E-Filing.

### 3.2. E-File History

Click on the E-File History tile to view the documents previously filed by the account owner. The E-File History tile also displays additional information related to each E-Filing. Documents will only display if the corresponding E-Service Account Number has been added to the Portal account (see the Profile section for information on adding a Portal account). Documents are viewable from this screen for 90 days after E-Filing. If the document name is a hyperlink you can click on it to download the document to your computer.

Welcome to the NLRB My Account Portal

E-File Charge / Petition

Need Help ? ▾

Sign Out

Account Name: **PATTI TACKMANN**

marit.luersen@nlrb.gov logged in via LOGIN.GOV

You are registered for electronic service of documents

1 (Open)  
My Case List

E-File History

Profile

Filter

Case Number	Case Name	Document Filed	Document Type	Office	Filed Date	Confirmation #
12-CA-240238	Katy Compliance Agreement Details Test 1 - DO NOT USE	<a href="#">A TEST document.docx</a>	Notice of Appearance	Region 12, Tampa, Florida	Oct 15, 2019	1005636022
14-CA-240198	regtest828	<a href="#">testUploadDoc.docx</a>	Notice of Appearance	Office of Appeals	Oct 2, 2019	1000005117
12-CA-123187	Veritas Steel, LLC	AttBD3.tmp.0 Shakeout Test Scenarios.xlsx	Reply to Opposition to Request for Special Permission to Appeal	Office of Executive Secretary	Feb 7, 2019	1000003560
12-CA-123187	Veritas Steel, LLC	I need an extension of time.pdf	Amicus Brief	Office of Executive Secretary	Feb 7, 2019	1000003560

### 3.3. Profile

The Profile tile contains your Profile information, including your Primary or preferred address, as well as your phone number and email address. The Primary address is the address where you would like to receive mail and it can be updated on the Profile tile. You may also add additional accounts and addresses to your NLRB My Account Portal information on the Profile tile.

Welcome to the NLRB My Account Portal

E-File Charge / PetitionNeed Help ?

Sign Out

Account Name: PATTI TACKMANN

You are registered for electronic service of documents

marit.luersen@nlrb.gov logged in via LOGIN.GOV

1  
(Open)  
My Case List

E-File History

Profile

Profile Information

PT

PATTI TACKMANN

500 W Grant St  
Lake City, MN 55041-1143 UNITED STATES  
[patty.dfrw@email.com](mailto:patty.dfrw@email.com)

Add Accounts and Addresses

Add Additional Account Number

(e.g. 1-243149257)

Add

Add Additional Address

Addresses Associated with Account

500 W Grant St  
Lake City, MN 55041-1143  
UNITED STATES  
Account Number: 1-639092386

Primary

1001, Rockville Pike apt #1520  
Rockville, MD 20852 USA  
Account Number: 1-639092386

### Edit Profile Information

Click on the edit icon on the Profile Information box to modify your profile.

Profile Information

PT

PATTI TACKMANN

500 W Grant St  
Lake City, MN 55041-1143 UNITED STATES  
[patty.dfrw@email.com](mailto:patty.dfrw@email.com)

A pop up displays your Profile information allowing you to update your name and phone number. Once complete, click **Update** to save your changes.

## Edit Profile Information



First Name \*

PATTI

Middle Name

Last Name \*

TACKMANN

Select Suffix



Main Phone \*

Update

## Add Accounts

Use the Profile tile to add additional account numbers to your account, as needed. Account numbers are included on E-File confirmation emails. You will only be able to add additional accounts where the account owner is a Participant. To add an account, enter the Account Number in the **Add Additional Account Number** field and click **Add**.



Welcome to the NLRB My Account PortalE-File Charge / PetitionNeed Help ?Sign Out

Account Name: PATTI TACKMANN  
marit.luersen@nlrb.gov logged in via LOGIN.GOV

You are registered for electronic service of documents

1  
(Open)  
My Case List

E-File History

Profile

Profile Information

PT

PATTI TACKMANN  
500 W Grant St  
Lake City, MN 55041-1143 UNITED STATES  
patty.dfrw@email.com

Add Accounts and Addresses

Add Additional Account Number

(e.g. 1-243149257)

Add

Add Additional Address

Addresses Associated with Account

500 W Grant St  
Lake City, MN 55041-1143  
UNITED STATES  
Account Number: 1-639092386

Primary

1001, Rockville Pike apt #1520  
Rockville, MD 20852 USA  
Account Number: 1-639092386

When you add an account number to your Profile, all cases and inquiries associated with the account will display in the My Case List tile. Also, any new addresses associated with the account will display on the Profile tile.

### Manage Addresses

All of the addresses associated with your account display at the bottom of the Profile tile. Your primary address is marked with a Primary flag. All case related notifications are sent to your Primary address. You can view, modify and delete existing addresses. In addition, you can add a new address to your Profile.

To add an address to your profile, click on **Add Additional Address**.

Welcome to the NLRB My Account PortalE-File Charge / PetitionNeed Help ?Sign Out

Account Name: PATTI TACKMANN  
marit.luersen@nlrb.gov logged in via LOGIN.GOV

You are registered for electronic service of documents

1  
(Open)  
My Case List

E-File History

Profile

Profile Information

PT

PATTI TACKMANN  
500 W Grant St  
Lake City, MN 55041-1143 UNITED STATES  
patty.dfrw@email.com

Add Accounts and Addresses

Add Additional Account Number (e.g. 1-243149257) Add

Add Additional Address

Addresses Associated with Account

500 W Grant St  
Lake City, MN 55041-1143  
UNITED STATES  
Account Number: 1-639092386  
Primary

1001, Rockville Pike apt #1520  
Rockville, MD 20852 USA  
Account Number: 1-639092386

The *Add Additional Address* pop up box displays, allowing you to provide the address information. Once complete, click *Save*.

Add Additional Address

Address Line 1 \*

Address Line 2

City \*

Select Country \*

Select State \*

Zip Code \*

Save

To edit an existing address, click the edit button on the address tile.



The **Edit Address** pop up box displays allowing you to update the selected address. To update the address, make the desired changes and then click **Update**.

You may also save the address as your Primary address on this screen by clicking **Save as Primary**.

Edit Address

Address Line 1 \*

1001, Rockville Pike

Address Line 2

apt #1520

City \*

Rockville

Select Country \*

USA

Select State \*

MD

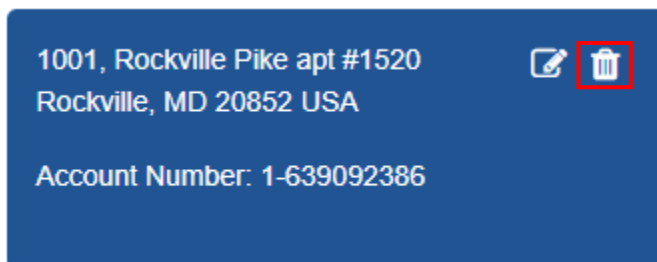
Zip Code \*

20852

Update

Save as Primary

To delete an address, click the delete button on the address tile.



A pop-up box displays asking you to confirm the address deletion. Click *Yes* to delete the address or *No* to cancel the request to delete.

Are you sure you want to delete this address?

No

Yes

**Note:** If the address is associated to a case, you will not be able to delete the address. You will need to unassociated the address with the case before deleting.

This address is associated with case **12-CA-240238,18-CB-084541**.  
Please update case address and try again.

OK